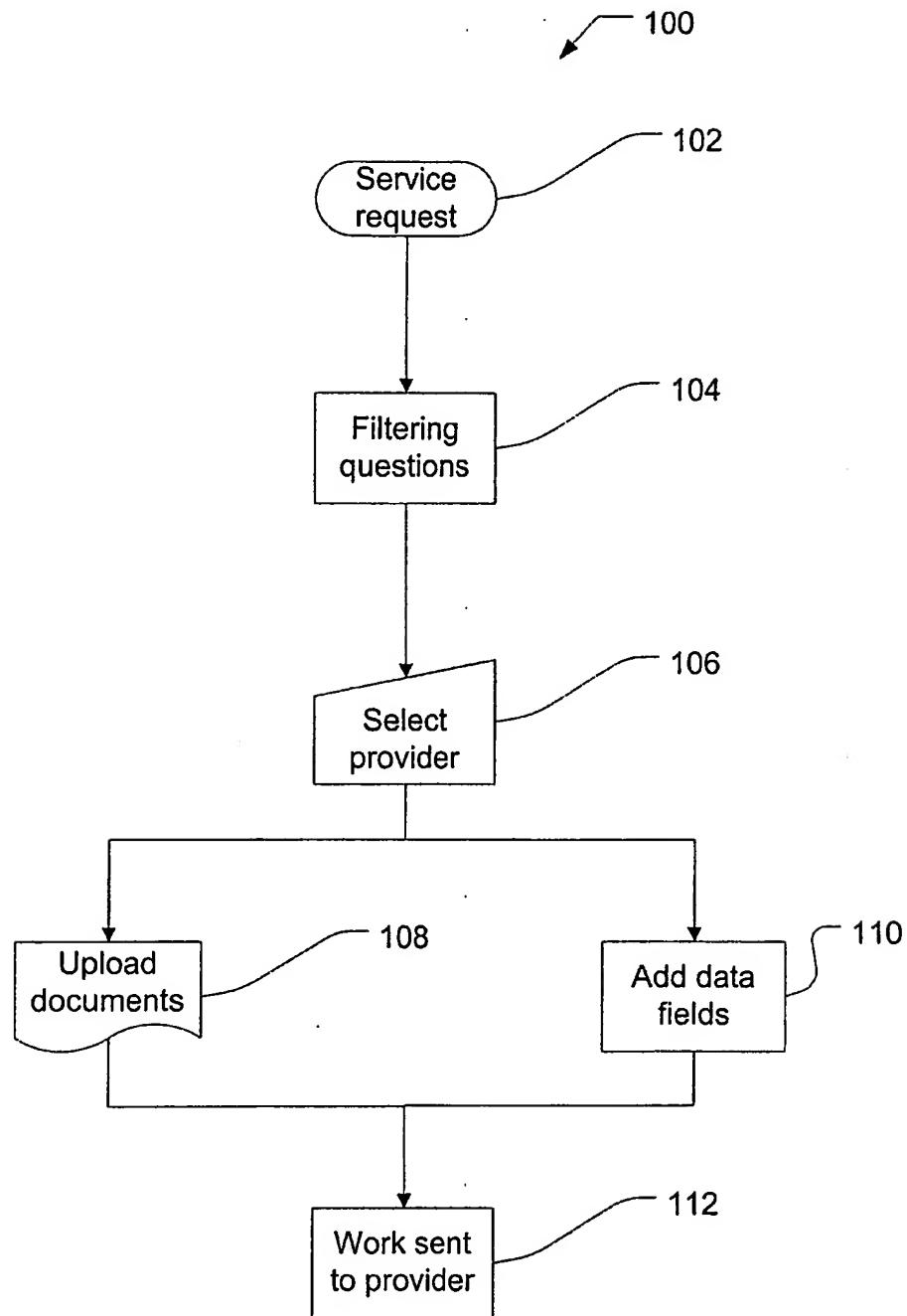
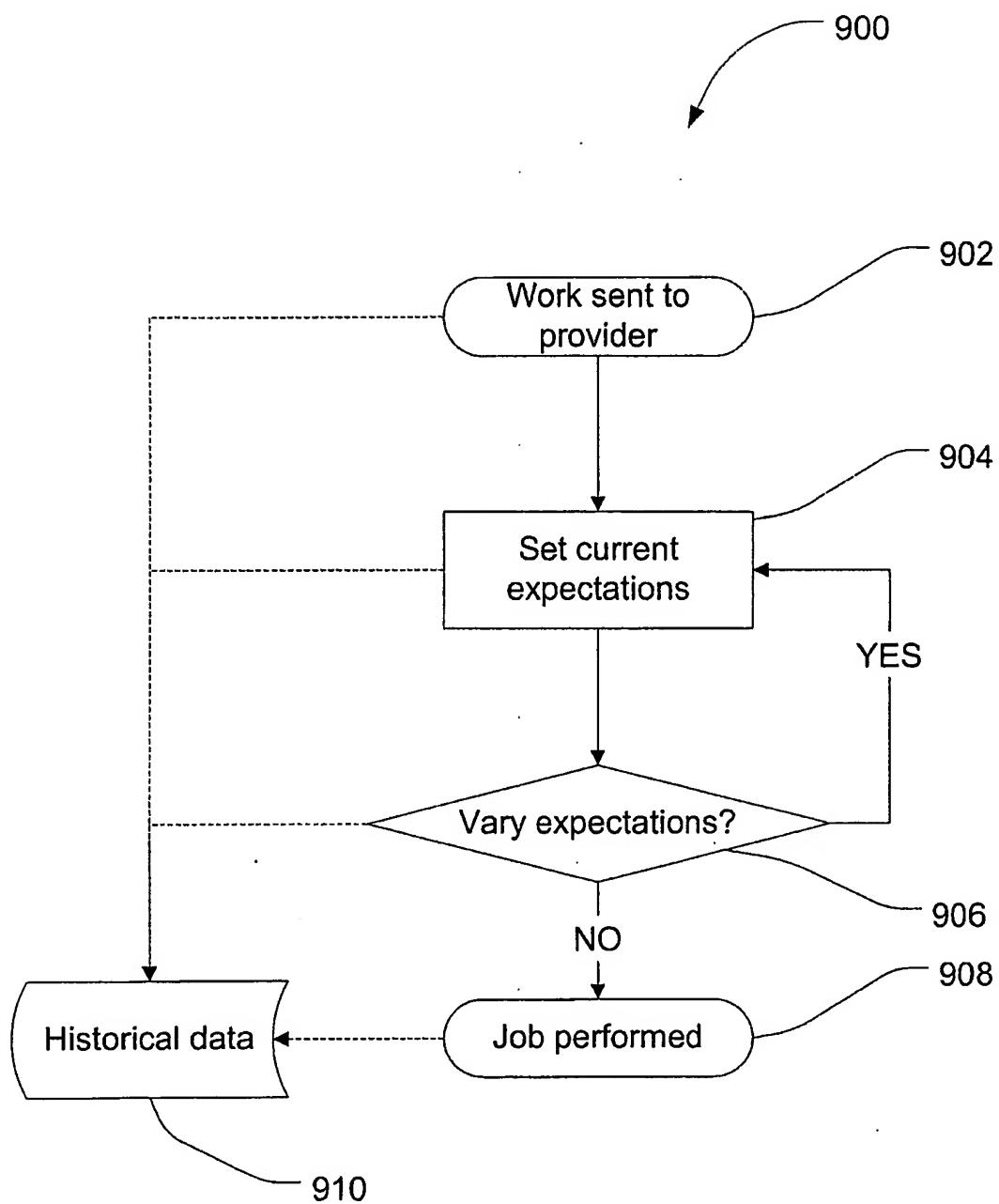
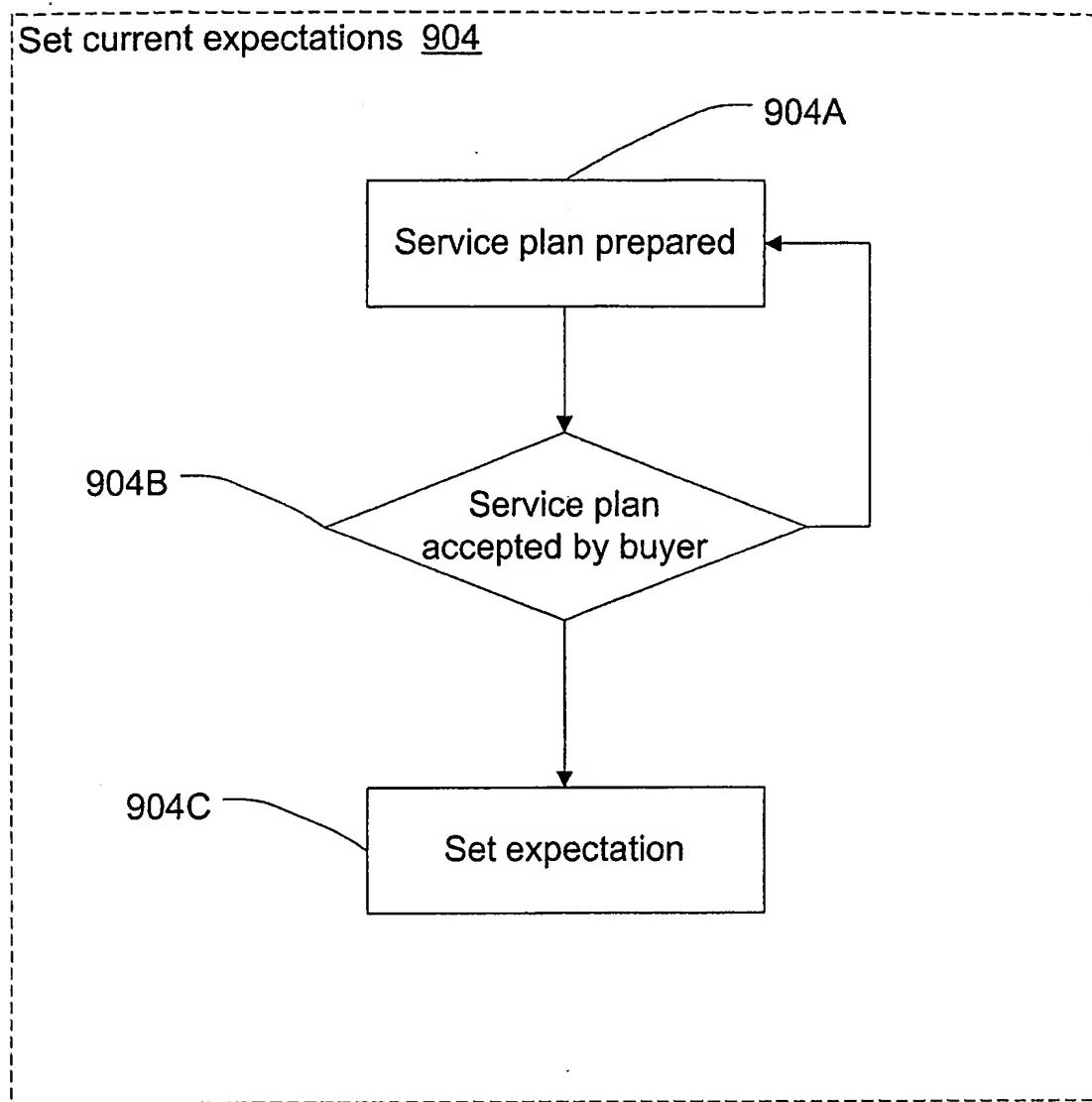


FIG. 1

**FIG. 2**

**FIG. 2A**

**FIG. 2B**

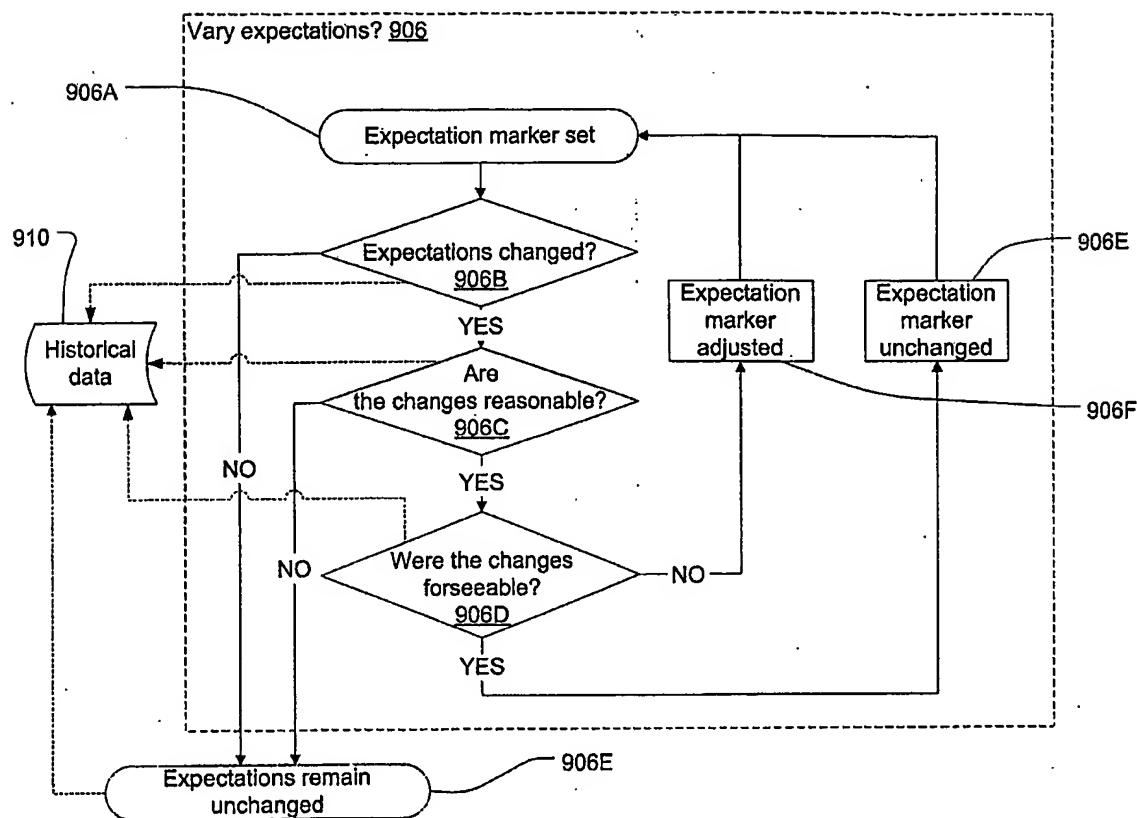


FIG. 2C

204 204.1 204.2

205 220 230 240 250 260 270 280

206 201 206.3 202 203

200

300

301

310

320

330

340

350

401

402

403

410

500

Supplier Data

Supplier	Transaction	Marker	Cost1	Cost2	Duration	Outcome	SS1	SS2
1	1	0						
1	1	1	\$ 942.93	\$ 768.88	3	1	45%	84%
1	2	1	\$ 514.93	\$ 357.80	-5	0	39%	84%
2	3	0						
1	3	1	\$ 330.25	\$ 155.57	2	1	1%	26%
1	3	0						
1	4	1	\$ 609.70	\$ 70.12	4	1	56%	4%
1	5	1	\$ 81.36	\$ 853.96	3	1	45%	41%
1	6	1	\$ 227.47	\$ 963.47	2	1	71%	33%
1	7	1	\$ 226.10	\$ 455.96	-4	0	4%	53%
2	8	0						
2	8	0						
2	9	1	\$ 361.62	\$ 169.85	2	1	95%	23%
2	10	1	\$ 660.58	\$ 282.62	3	0	81%	37%
2	11	1	\$ 732.35	\$ 843.60	-4	1	87%	85%
2	12	1	\$ 759.24	\$ 210.43	-4	1	83%	50%
2	13	1	\$ 697.83	\$ 817.26	-2	0	73%	56%
2	14	1	\$ 562.44	\$ 528.72	4	0	11%	1%
2	15	0						
2	16	1	\$ 900.39	\$ 808.68	5	1	50%	92%
3	17	1	\$ 951.09	\$ 236.76	2	1	92%	12%
3	18	1	\$ 8,736.73	\$ 472.56	3	1	19%	39%
3	19	1	\$ 554.45	\$ 270.59	4	1	29%	55%
3	20	1	\$ 433.11	\$ 719.38	2	1	18%	39%
3	21	1	\$ 8,170.29	\$ 254.16	-4	1	98%	11%
3	22	1	\$ 257.20	\$ 355.62	2	0	0%	61%
3	23	1	\$ 154.76	\$ 781.29	3	0	47%	20%
3	24	1	\$ 72.63	\$ 245.32	2	0	31%	11%
3	25	1	\$ 487.22	\$ 510.89	1	1	93%	61%
3	26	1	\$ 230.90	\$ 665.84	-2	1	61%	21%

Percentage calcs

Supplier	(Averaged by individual column)					
1	-\$ 183.72	\$ 517.97	0.71	71%	35%	28%
2	-\$ 101.42	\$ 523.02	0.57	57%	69%	49%
3	\$ 1,730.54	\$ 451.24	1.30	70%	49%	33%
Average	\$ 481.80	\$ 497.41	\$ 0.66	\$ 0.66	\$ 0.51	\$ 0.37

Supplier	(Individual column as a percentage of individual column)					
1	-38%	104%	81%	108%	69%	77%
2	-21%	105%	66%	86%	135%	133%
3	359%	91%	151%	106%	96%	90%

Supplier	(Individual columns as a positive integer)					
1	0%	13%	17%	22%	0%	0%
2	17%	14%	0%	0%	67%	57%
3	39%	0%	85%	19%	28%	13%

Supplier	(Goofy / natural)					
Goofy	Goofy	Goofy	Natural	Natural	Natural	
Supplier	(Flipped or not flipped so that good = higher value)					
1	397%	1%	68%	22%	0%	0%
2	380%	0%	85%	0%	67%	57%
3	0%	14%	0%	19%	28%	13%

Supplier	Normalised individual columns					
1	100%	7%	80%	100%	0%	0%
2	95%	0%	100%	0%	100%	100%
3	0%	100%	0%	90%	41%	22%

Weighting	Cost1	Cost2	Duration	Outcome	SS1	SS2
1	1	1	1	1	1	1

Supplier	(Weighted by individual column)					
1	397%	1%	68%	22%	0%	0%
2	380%	0%	85%	0%	67%	57%
3	0%	14%	0%	19%	28%	13%

Columns weighting	Cost	Duration	Outcome	Service Standards
1		1	1	1

Supplier	(Weighted by column)			
1	199%	68%	22%	0%
2	190%	85%	0%	67%
3	7%	0%	19%	28%

Supplier	(Overall)
1	72%
2	85%
3	14%

FIG. 3

Expectations

Number of hours of surveillance requested	10	1002
Final Report Due By	2004-10-06	1004
Reason	Claimant not sighted but additional hours are likely to result in sighting	[show history]
Other Information	Difficulty in locating claimant.	1000

1010 1012 1008 1006

Save **Cancel**

FIG. 4A

Expectations

Number of hours of surveillance requested	10	1102
Final Report Due By	2004-10-06	1104
Reason	Claimant not sighted but additional hours are likely to result in sighting	1100
Other Information	Difficulty in locating claimant.	1106

1110 1111 1112 1113 1114 1116 1108

Accept (measured against new expectation)
 Accept (measured against old expectation)
 Reject

Please choose

Save **Cancel**

Modify Expectation

FIG. 4B

Claim: 12345 (John Peters) » Referral: Surveillance

Job Info

- Referral Details
- Forms to Complete
- Tasks
- Messages
- Invoices
- Job Management
- Users
- Documents
- Referral Summaries

Please rate the performance of the investigator against your expectations.

Did the investigator address the aims of your enquiry in the manner you expected? Met expectations Exceeded expectations

Please rate the usefulness of the investigation.

Will the report assist you in the management of the claim in the manner you expected? Met expectations Exceeded expectations

Comments

Please comment on the investigator's performance in any areas where they exceeded your expectations

Please comment on the investigator's performance in any areas where they failed to meet your expectations

Review Complete

Is this review complete? Yes No

1200

1202

1204

1206

1208

The case manager enters feedback on the quality and usefulness of the report.

FIG. 4C